
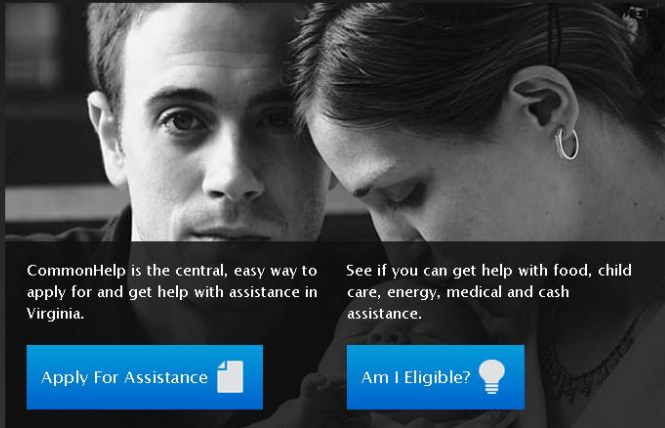


# Case Association User Manual

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 **CommonHelp**  
helping those in need


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CommonHelp is the central, easy way to apply for and get help with assistance in Virginia.

See if you can get help with food, child care, energy, medical and cash assistance.

[Apply For Assistance](#) 

[Am I Eligible?](#) 

### Sign In

Do you have a CommonHelp account? Sign in to check on or continue your application. If not, [apply now](#).

**User ID**

User ID must be entered.

**Password**

Password must be entered.

[Sign In](#) [Forgot your password?](#)

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## Log In Procedures:

### Landing Page – Login Page

The screenshot shows the Virginia.gov CommonHelp landing page. At the top, there is a navigation bar with links for Online Services, Agencies, Governor, and Help, along with a search bar. The main header features the CommonHelp logo and the tagline 'helping those in need'. Below the header, there is a large image of an elderly woman and a baby. To the right of the image, there is a blue button labeled 'Create an Account' with a user icon. Below this button, there is a dropdown menu labeled 'What can I do with an account?'. The main content area is divided into two columns. The left column contains text about CommonHelp and two buttons: 'Apply for Assistance' and 'Am I Eligible?'. The right column contains a 'Sign In' section with input fields for 'User ID' and 'Password', a 'Sign In' button, and a link for 'Forgot your password?'.

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TRAINING/TESTING ENVIRONMENT

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Create an Account

↓ What can I do with an account?

Sign In

User ID

Password

Sign In Forgot your password?

CommonHelp is the central, easy way to apply for and get help with assistance in Virginia.

See if you can get help with food, child care, energy, medical and cash assistance.

Apply for Assistance

Am I Eligible?

1. Enter your *User ID*.
2. Enter your *Password*.
3. Click **Sign In**.

## Associating a Case:

### My Applications Screen

The screenshot shows the Virginia.gov CommonHelp website. The header includes the Virginia.gov logo, navigation links for Online Services, Agencies, Governor, and Help, and a search bar. The CommonHelp logo with the tagline 'helping those in need' is prominently displayed. Below the header, there are links for 'Am I Eligible?' and 'Apply For Assistance'. A user login notification states 'Hello, Case. You are logged in.' with buttons for 'Manage My Account' (highlighted with a red box) and 'Logout'. A navigation bar contains 'My Benefits', 'My Applications' (the active tab), and 'Learn More'. The 'My Applications' section features a blue icon of a hand pointing up and the text 'My Applications'. Below this, a message states 'Currently, you have no CommonHelp applications.' The footer provides contact information for the Virginia Department of Social Services, including a toll-free helpline, email, and links to terms of use and privacy policy.

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Hello, **Case**. You are logged in.

[Manage My Account](#) [Logout](#)

**My Benefits** **My Applications** **Learn More**

 **My Applications**

**My Applications**


Currently, you have no CommonHelp applications.

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4. Click the **Manage My Account** button at the top of the screen.

## Manage My Account Screen-1 of 2

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[Am I Eligible?](#) | [Apply For Assistance](#)

Hello, **Ninth**. You are logged in.



### Manage My Account

This page will help you manage your account.

If you would like to change your password, use the "Change Your Password" section.  
If you would like to update your secret questions, use the "Update Secret Questions" section.  
Once you are done with your changes, click "Continue" button to go to MyAccount.

#### Change Your Password

Create a new password. It must be 8 to 30 characters long. To create a secure password, you must use letters and at least one number, one upper-case letter, one lower-case letter. Special characters are allowed.

\* Old Password :   
\* New Password :   
\* Re-type your Password :

If you have questions or need help, please call Customer Support at 1-855-635-4370.

RESET

- To update *Password* information enter the old password, then the new password and click **Reset**.

#### Update Secret Questions

You can update your secret questions and answers below. You will need your account password to do so.

\* Password :   
\* Secret Question 1 :   
\* Answer :   
\* Secret Question 2 :   
\* Answer :   
\* Secret Question 3 :   
\* Answer :   
\* Secret Question 4 :   
\* Answer :   
\* Secret Question 5 :   
\* Answer :

If you have questions or need help, please call Customer Support at 1-855-635-4370.

UPDATE

#### Update Name and Email Address

Below is the name and email address on the account, we have on the file. Modify them as needed.

\* First Name :   
\* Last Name :   
Email Address :

If you have questions or need help, please call Customer Support at 1-855-635-4370.

UPDATE

- To update *Secret Questions* select a new question and enter a new answer and click **Update**.
- To update the user's *Name* or *Email Address* enter the new information and click **Update**.

## Manage My Account Screen-2 of 2

### Authorized Representative Information Sharing

Update the secret key for sharing case information with your Authorized Representative(s). To create a 'Secret Key' word to be shared with your Authorized Representative you must first complete the 'Case Association' section.

Secret Key :

UPDATE

### Case Association

You may be able to associate to your case in 5 - 7 business days.

☒ I have an existing case with Social Services and would like to associate it with my account.

LINK CASE

### Client Case Association

☐ I am an Authorized Representative and would like to add one or more Social Services cases of my clients.

LINK CASE


Continue

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8. To associate the CommonHelp account with the case on file select the *I have an existing case with Social Services and would like to associate it with my account* check box.
9. Click **Link Case**.


## Case Association Screen

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[Am I Eligible?](#) | [Apply For Assistance](#)

Hello, **vasant**. You are logged in.

 **Case Association**

This page should be used by individuals who already have an existing case. If you do not have an existing case, click the Cancel button below.

CommonHelp is a secure website run by the Virginia Department of Social Services. By law, we must keep your information private and secure.

If you have questions or are encountering problems with setting up your account, call the Customer Support at 1-855-635-4370.

Some items have a star(\*) next to them. You must fill these items in before you can go to the next page.

**Personal Information**  
Fill in your first name, last name, home address, date of birth and social security number.

* First Name :	<input type="text" value="Vanna"/>	
* Last Name :	<input type="text" value="Vane"/>	
* Home Address :	<input type="text" value="23 Direction Dr"/>	(Example: 123 E Main St., Apt.4B)
* Date of Birth (MM/DD/YYYY) :	<input type="text" value="02/01/1956"/>	If your birthday is March 31, 1960, type 03/31/1960.
* Social Security Number (no spaces or dashes) :	<input type="text" value="100306767"/>	If your SSN is 123-45-6789, type 123456789.

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10. Enter the *First Name, Last Name, Home Address, Date of Birth, and Social Security Number* for the individual with the existing case.
11. Click **Continue**.
  - a. **NOTE:** The information provided in this section must be an exact match to the information that exists in ADAPT or this process will not be successful. If the customer is getting an unsuccessful message, the customer should contact their local case worker and get the information currently residing in ADAPT.

## Case Association Examples:

The system displays the **Case Information** or the **Case Selection** screen.

12. If the customer has only one case the **Case Information** screen displays.

### Case Information Screen

The screenshot shows the Virginia.gov CommonHelp interface. At the top, there's a navigation bar with links for Online Services, Agencies, Governor, and Help, along with a search bar. The CommonHelp logo is prominently displayed with the tagline 'helping those in need'. Below the header, there are links for 'Am I Eligible?', 'Apply For Assistance', and 'Report My Changes'. A user login message 'Hello, Sally. You are logged in.' is shown with buttons for 'Manage My Account' and 'Logout'. A horizontal menu bar contains 'My Benefits', 'My Applications', and 'Learn More'. The 'Case Information' section is highlighted, showing a case for 'SALLY DOOR' with case number '0103680'. Below this, the 'My Benefits' section shows a table with one row for 'TANF (Cash Assistance)' with a status update from September 2012. At the bottom, there is a footer with contact information for the Virginia Department of Social Services.


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[Am I Eligible?](#) | [Apply For Assistance](#) | [Report My Changes](#)

Hello, **Sally**. You are logged in.  
[Manage My Account](#) [Logout](#)


**My Benefits** **My Applications** **Learn More**

 Case Information

**Case Information**

Case Name :	SALLY DOOR	Case Number :	0103680
-------------	------------	---------------	---------

**My Benefits**  
As of Tuesday, September 4, 2012.

Benefits	Status	Details
TANF (Cash Assistance)	In September 2012, HARRY, and SALLY are getting TANF (Cash Assistance) benefits.	

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13. If the customer has more than one case the **Case Selection** screen displays.

## Case Selection Screen

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[Am I Eligible?](#) | [Apply For Assistance](#)

Hello, **vasant**. You are logged in.  
[Manage My Account](#) [Logout](#)

**My Benefits** **My Applications** **Learn More**

### Case Selection

Case Selection

Listed below are all of the cases associated with this account. Please select one to see more information.

Selection	Name	Benefits	Case Number
<input type="radio"/>	BESSIE BAUSTIN	SNAP, Medical Assistance, TANF	0103872
<input type="radio"/>	LIZA LEHMAN	SNAP	0107235
<input type="radio"/>	VANNA VANE	SNAP, Medical Assistance, TANF	0102353
<input type="radio"/>	BESSIE BAUSTIN	Medical Assistance	163000755008

[Continue](#)


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14. Select the radio button for the appropriate case to view the case associated with the CommonHelp account.

15. Click **Continue**.

## Case Information Screen

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[Back To Case Selection](#) | [Am I Eligible?](#) | [Apply For Assistance](#) | [Report My Changes](#)

Hello, **Case**. You are logged in.

[Manage My Account](#)

[Logout](#)

[My Benefits](#)

[My Applications](#)

[Learn More](#)



### Case Information

#### Case Information

Case Name :

VANNA VANE

Case Number :

0102353

#### My Benefits

As of Tuesday, September 4, 2012.

Benefits	Status	Details
Medical Assistance	In September 2012, a decision has not been reached on your application.	
SNAP (Food Assistance)	In September 2012, VANNA, VERA, and VINCE are getting SNAP (Food Assistance) benefits.	
TANF (Cash Assistance)	In September 2012, VANNA, VERA, and VINCE are getting TANF (Cash Assistance) benefits.	

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